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DATE: February 12, 1986

STAT

NOTE TO:

SUBJECT: OIT Secretarial Training Requirements

Nancy,
    Some ideas concerning training for secretaries:

Desired Skills for new EODs

    Strong typing skills
    Good communications skills
    Strong interpersonal skills
    Office and Telephone etiquette
    Organizational skills (to organize and maintain files)

Types of Training (in order of priority)

OIT and Agency Orientation (to develop a basic understanding of
  various components and their missions and functions)
Agency and OIT correspondence protocol and procedures
Basic VM skills (word processing)
AIM skills (create document, reply to document, etc.)
Editing and proofing of correspondence   (include grammar)
Basic understanding of database concepts (NOMAD,RAMIS) sufficient
  to follow procedures for maintaining a database
Public Speaking
Dealing with stress

    I hope this is useful.
                Doris

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